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Implementation of the Next Generation Social Welfare Information System (Siks-Ng) Program in the Distribution of Social aid in Donggala Regency

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A R T I C L E I N F O

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A B S T R A C T

Inaccuracy in targeting social assistance distribution remains a primary challenge in local social welfare governance. This study aims to analyze the implementation of the Next Generation Social Welfare Information System (SIKS-NG) program in supporting the effectiveness of social assistance distribution in Donggala Regency. A qualitative descriptive method with a constructivist approach was utilized. Data were collected through in-depth interviews, observations, and documentation involving the Social, Community, and Village Empowerment Office (DinsosPMD) of Donggala Regency and village-level SIKS-NG operators. The implementation process was evaluated using George C. Edwards III's policy implementation framework, focusing on four dimensions: communication, resources, disposition, and bureaucratic structure. The findings reveal that: 1) Communication is structurally established but hindered by dynamic system feature updates and technical terminology issues at the village level; 2) Resources remain constrained regarding both the technical competence of village operators and staff quantity relative to workload; 3) Disposition demonstrates strong integrity and honesty among implementers, though responsiveness at lower levels is limited by technical barriers; and 4) Bureaucratic structure is guided by SOPs, but supervisory and control mechanisms require further optimization. Enhancing human resource capacity and digital infrastructure at the village level are recommended to optimize social assistance targeting

INTRODUCTION

Donggala Regency is one of the areas in Central Sulawesi Province facing development challenges due to high poverty rates. According to data from the Central Bureau of Statistics (BPS), the percentage of poor people in Donggala Regency in 2020 reached 17.39% (53,170 people) and showed a declining trend to 14.66% (45,910 people) in 2025. Although the downward trend has been consistent, the percentage is still considered high compared to the provincial average. This situation calls for proper, efficient, and sustainable social protection measures through programs like Non-Cash Food Assistance (BPNT), Family Hope Program (PKH), and other social aid.

Table 1. Poverty Profile and Social Assistance Recipients in Donggala Regency (2023–2025)

Year	Total Population (Soul)	Poor Population (Soul)	Percentage (%)	PKH Recipient (KPM)	BPNT Recipient (KPM)
2023	308.300	50.370	16,25%	21.197	21.197
2024	311.000	47.680	15,30%	21.050	23.400
2025	313.200	45.910	14,66%	20.931	25.541

Source: BPS & DinsosPMD Donggala Regency (processed, 2026).

The main issue in distributing social assistance in regions isn't just about budget availability, but rather the accuracy and dynamics of managing beneficiary data. Problems like invalid data, outdated information, duplicate recipients, and targeting errors (inclusion/exclusion errors) often trigger public dissatisfaction. To overcome these obstacles, the Ministry of Social Affairs has designed the Next Generation Social Welfare Information System (SIKS-NG) as an integrated digital platform connected with the Unified Social Welfare Data (DTKS) and the National Socio-Economic Single Data (DTSEN).

The implementation of SIKS-NG in Donggala Regency is strategically important considering the region's geography, which includes mountains and coastal areas. However, in practice, there are still obstacles such as limited technical capacity of village operators, internet connectivity issues, lack of coordinated communication across government levels, and suboptimal supervision of SOPs. This study aims to take an in-depth look at how the SIKS-NG program is implemented in the distribution of social assistance in Donggala Regency using George C. Edwards III's policy implementation theory framework.

LITERATURE REVIEW

Policy Implementation Theory

Policy implementation is a critical stage in the public policy process because the effectiveness of a policy depends not only on its formulation but also on how it is translated into administrative practices. Edwards III (1980), in Implementing Public Policy, identifies four principal variables that influence policy implementation: communication, resources, disposition, and bureaucratic

structure. These variables provide an analytical framework for understanding how policies are communicated to implementing agencies, supported by adequate resources, carried out by committed personnel, and administered through appropriate organizational procedures.

Communication concerns the clarity, consistency, and transmission of policy information among implementing institutions. In the implementation of the Next Generation Social Welfare Information System (SIKS-NG), communication is essential to ensure that regional and village-level operators understand system procedures, data verification requirements, and changes in technical guidelines. Inadequate communication may lead to inconsistent interpretations, errors in data processing, and delays in updating beneficiary information.

Resources refer to the availability of qualified personnel, sufficient staffing, information technology infrastructure, and other facilities required to implement a policy. The operation of SIKS-NG requires operators who possess the technical competence to manage, verify, and update social welfare data. Limited human resources, inadequate equipment, and unreliable internet connectivity can constrain implementation, particularly in geographically challenging areas. Therefore, resource availability is an important consideration when evaluating the effectiveness of digital social assistance administration.

Disposition refers to the commitment, integrity, and willingness of policy implementers to carry out their responsibilities. In social assistance administration, these characteristics are particularly important because the accuracy of beneficiary data affects access to government support. Implementers must demonstrate honesty, responsiveness, and accountability when processing applications, responding to public complaints, and updating changes in household socioeconomic conditions.

Bureaucratic structure concerns the division of responsibilities, coordination mechanisms, and standard operating procedures governing policy implementation. Edwards III (1980) emphasizes the importance of organizational arrangements that support consistent administrative practices. Within SIKS-NG implementation, clearly defined responsibilities and consistently applied verification and validation procedures can strengthen coordination between district offices, subdistrict administrations, and village governments. These four variables collectively provide the theoretical foundation for examining the institutional and operational factors affecting SIKS-NG implementation in Donggala Regency.

Digital Public Services and E-Government

Digitalization has become an important instrument for improving public administration by supporting information management, administrative coordination, and service delivery. E-government involves the use of information technology in government operations and public services. However, the effectiveness of digital public services cannot be assessed solely by the availability of an application. It also depends on the quality of the information

provided, the competence of personnel, the accessibility of technological infrastructure, and the ability of institutions to respond to users' needs.

Ari et al. (2021), in their discussion of e-government service quality in the public sector, provide a relevant reference for considering service quality as an important aspect of digital government implementation. From this perspective, digital systems should support administrative processes that are reliable, accessible, and responsive. The existence of a digital platform does not automatically guarantee effective public services when technical problems, limited user competence, or weaknesses in organizational coordination remain unresolved.

This perspective is relevant to SIKS-NG because the system requires continuous interaction between government institutions and operators at different administrative levels. Village operators must be able to access the application, understand its functions, and process information accurately. Changes in system features must also be accompanied by clear technical guidance to prevent differences in interpretation and operational errors.

Accordingly, the implementation of digital public services requires an integrated approach that combines technological infrastructure with institutional readiness and human resource development. In the context of social assistance distribution, these elements are particularly important because the quality of administrative data influences the identification of eligible beneficiaries and the reliability of government decisions.

SIKS-NG and Social Welfare Data Management

The Next Generation Social Welfare Information System (SIKS-NG) is used in social welfare administration to support the management and updating of beneficiary-related information. Its relevance lies in the need for government institutions to maintain social welfare data that can support the identification of eligible households and the administration of social assistance programs. Accurate and up-to-date information is essential for reducing errors in beneficiary identification, including the inclusion of ineligible recipients and the exclusion of eligible households.

Faiza et al. (2021) examine the implementation of the SIKS-NG Geographic Information System application in updating Integrated Social Welfare Data. Their work provides a directly relevant reference for understanding the relationship between information system implementation and social welfare data updating. The focus on data updating highlights the administrative importance of maintaining information that reflects changes in community socioeconomic conditions.

Similarly, Siregar (2021) discusses SIKS-NG implementation in strengthening Integrated Social Welfare Data. This perspective positions the information system as part of the broader effort to improve the management of social welfare information. The effectiveness of such a system depends on the capacity of implementing institutions to collect, verify, maintain, and update data through consistent administrative procedures.

Nugroho (2019), through an analysis of SIKS-NG implementation effectiveness in Sleman Regency, provides a regional-government perspective on the operation of the system. Wahyuni (2020) also addresses SIKS-NG implementation effectiveness in managing Integrated Social Welfare Data. Taken together, these references establish a relevant body of literature concerning the implementation of SIKS-NG, the effectiveness of social welfare information management, and the role of administrative processes in supporting data quality.

Nevertheless, system effectiveness must be considered in relation to the institutional context in which the application operates. Differences in personnel capacity, infrastructure availability, organizational coordination, and local administrative practices may influence how the system is implemented across regions. In Donggala Regency, the geographical conditions of mountainous and coastal areas make the accessibility of digital infrastructure an important consideration. The capacity of village operators and the continuity of technical assistance are also relevant to ensuring that beneficiary information can be updated accurately and promptly.

Human Resources, Institutional Coordination, and Data Accuracy

Human resource capacity is an important element in implementing information systems within public organizations. Even when an application provides standardized procedures, its effectiveness depends on the ability of operators to understand the system and apply those procedures correctly. Training, technical guidance, adequate staffing, and access to operational support are therefore important considerations in digital administration.

Creswell (2013) and Sugiyono (2015) provide methodological foundations for examining organizational and administrative phenomena through systematic research approaches. Although their principal contribution concerns research design and methodology rather than the substantive effectiveness of SIKS-NG, their works support the systematic investigation of implementation practices, institutional experiences, and operational constraints. In the present study, a qualitative approach makes it possible to examine how government officials and village operators experience the implementation of SIKS-NG in their administrative settings.

Institutional coordination is equally important because social welfare data management involves several levels of government. District-level agencies provide administrative direction and supervision, while village-level operators undertake important operational tasks related to data processing and updating. When responsibilities are unclear or technical guidance is delayed, information may not be processed consistently. Similarly, insufficient supervision can weaken compliance with established verification and validation procedures.

The relationship between human resource capacity and institutional coordination is particularly significant for social assistance targeting. Operators require both the technical ability to manage the application and institutional support to resolve operational problems. Adequate infrastructure, accessible technical assistance, and clearly assigned responsibilities can help strengthen the reliability of social welfare data. Conversely, excessive workloads and limited

operational facilities may delay data updates and affect the quality of administrative decisions.

Therefore, the implementation of SIKS-NG should be understood as an organizational process involving technology, personnel, and administrative arrangements rather than as the introduction of a digital application alone. This understanding connects the literature on e-government service quality with the policy implementation framework developed by Edwards III (1980).

Conceptual Framework and Research Gap

The literature reviewed above provides three complementary perspectives for examining SIKS-NG implementation. First, Edwards III's (1980) policy implementation theory explains how communication, resources, disposition, and bureaucratic structure influence the execution of public policy. Second, the literature on e-government and public service quality emphasizes the importance of technological accessibility, operational reliability, and institutional readiness (Ari et al., 2021). Third, previous discussions of SIKS-NG provide a substantive foundation for examining social welfare data updating, data management, and implementation effectiveness at the regional level (Faiza et al., 2021; Nugroho, 2019; Siregar, 2021; Wahyuni, 2020).

Despite their relevance, the references listed in the article do not, by themselves, establish whether the implementation challenges identified in other administrative settings also occur in Donggala Regency. The local context therefore requires direct examination, particularly regarding the interaction between system communication, operator competence, infrastructure accessibility, implementer commitment, and bureaucratic supervision.

This study addresses that contextual need by examining SIKS-NG implementation in Donggala Regency through Edwards III's four variables. Communication is used to assess the transmission and clarity of technical information; resources are examined in relation to operator competence, staffing, and technological facilities; disposition concerns the integrity and responsiveness of implementers; and bureaucratic structure focuses on standard operating procedures, coordination, and supervision. These dimensions provide a structured basis for understanding the factors that support or constrain the implementation of SIKS-NG in social assistance distribution.

The resulting conceptual framework connects policy implementation theory with the practical requirements of digital social welfare administration. It enables the analysis to move beyond the presence of the information system itself and consider whether the institutional and operational conditions necessary for accurate, timely, and accountable social assistance data management are adequately established.

METHODS

This study uses a descriptive qualitative approach based on the constructivist paradigm to understand the social reality of managing social assistance data in a holistic way. The research location focuses on the Social Service, Community Empowerment, and Village Office (DinsosPMD) of

Donggala Regency, as well as several village/sub-district government entities that implement SIKS-NG.

The selection of informants was done purposively and consisted of:

1. Head of the Social Services and Community Empowerment Office of Donggala Regency
2. Head of the Protection and Social Security Division
3. Head of the Poverty Handling Section
4. SIKS-NG Operator of the Social Services and Community Empowerment Office of Donggala Regency
5. SIKS-NG Operator at the Village/Sub-district level

Data collection techniques include field observation, in-depth interviews, and documentation studies of regulations (Law No. 11/2009, Ministry of Social Affairs Regulation No. 3/2021, Ministry of Social Affairs Regulation No. 3/2025). Data analysis techniques refer to the interactive model by Miles, Huberman, and Saldana (2014), which consists of data condensation, data display, and drawing conclusions/verification. The theoretical framework used to operationalize the analysis is George C. Edwards III's Policy Implementation Theory, which includes variables such as Communication, Resources, Dispositions, and Bureaucracy Structure.

RESULTS AND DISCUSSION

Communication Dimension

Policy communication is the process of delivering information from policymakers to implementers so that instructions can be transmitted clearly, accurately, and consistently (Edwards III, 1980). In Donggala Regency, the delivery of information about SIKS-NG is done through socialization, technical guidance (Bimtek), and the distribution of official circulars from the DinsosPMD to the district and village levels.

However, field findings show that there are obstacles in information transmission. Frequent app feature updates from the Ministry of Social Affairs often happen suddenly, without quick technical guidance at the village level. Many technical terms on the system interface confuse new village operators. The unclear specific operational guidelines trigger differences in understanding among operators, so data entry and corrections are often delayed. This indicates that the vertical communication flow hasn't fully adapted to the dynamic changes in the digital system.

(Resources)

Resource variables include the availability of technical facilities, a proportional number of personnel, and the competence of policy implementers.

Operator Competence: Most operators at the departmental level have adequate technical qualifications. On the other hand, at the village/kelurahan level, understanding of data verification and validation features is still limited. The training provided is periodic and has not yet reached all village operators in depth.

Personnel Quantity & Accessibility: The average number of village operators is only 1 (one) person per village. This operator is often burdened with other administrative tasks of the village. This dual workload reduces the accuracy of DTKS/DTSEN data processing. In addition, infrastructure factors such as limited computer equipment and weak internet networks in the remote/mountainous areas of Donggala become obstacles to the real-time operation of the SIKS-NG application.

Dispositions

Disposition is related to commitment, honesty, integrity, and responsiveness of policy implementers.

a. Honesty and Data Integrity: Officials at the district and village levels show a fairly strong commitment to integrity to avoid data manipulation (like fake beneficiaries). Using the SIKS-NG system based on NIK linked to Dukcapil helps minimize fraud practices.
b. Responsiveness of Officials: The operators respond quite well to public complaints and changes in residents' socio-economic status. However, the speed of village operators' reactions is often hindered by limited system operational authority and technical internet issues, so updates to poor residents' data aren't always done on time.

Bureaucratic Structure

The bureaucratic structure manages the division of work, coordination between agencies, and the alignment of operational work procedures (SOPs).

a. Standard Operating Procedure (SOP): Quantitatively, the technical guidelines for data management have been regulated based on the Ministry of Social Affairs regulations. However, the implementation of the verification and validation SOP through Village Meetings (Musdes)/Sub-district Meetings (Muskel) has not been carried out consistently in all villages.
b. Supervision and Coordination: The supervision mechanism from the Social Service and Village Community Empowerment Office (DinsosPMD) regarding the data proposal stages at the village level is not yet fully structured in detail. The division of authority between the office, sub-district, and village often remains uneven, with the heaviest technical burden falling on village operators without adequate incentives and work facilities.

CONCLUSIONS AND RECOMMENDATIONS

Conclusion

The implementation of the SIKS-NG program in the distribution of social assistance in Donggala Regency has contributed positively to the digitalization and structuring of the social welfare database. However, its effectiveness has not been fully achieved when measured through the four Edwards III variables:

1. Communication: It's set up structurally, but hampered by the high frequency of system feature changes that aren't matched by responsive technical communication down to the village level.

2. Resources: The main bottleneck, marked by uneven technical skills among village operators, limited personnel numbers, and internet infrastructure challenges.
3. Disposition: Shows adequate integrity and commitment to honesty from the implementers, even though technical responsiveness is still limited.
4. Bureaucratic Structure: Supported by a formal regulatory framework, but compliance monitoring of Musdes/Muskel SOPs is not running optimally.

Recomendations

1. Donggala Regency Social Service and PMD: Organize continuous technical training specifically for village operators and strengthen the oversight mechanism for the implementation of Musdes/Muskel in determining DTKS/DTSEN data.
2. Village Government: Allocate budget to support SIKS-NG operations (such as providing village internet access and operator incentives) through the Village Revenue and Expenditure Budget (APBDesa).
3. Ministry of Social Affairs of the Republic of Indonesia: Provide easier-to-understand technical application guide modules (user-friendly) and open a quickly accessible technical help communication channel (helpdesk) for regional operators.

FURTHER STUDY

This study still has limitations, so further research on Implementation of the Next Generation Social Welfare Information System (Siks-Ng) Program in the Distribution of Social aid in Donggala Regency is needed to refine this study and enhance the insights of readers and the authors.

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